



## **COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

### **Charter Settles Four Rate Cases with MA Department of Telecommunications and Cable**

On Nov. 14, 2016, the Department of Telecommunications and Cable ("Department") reached a settlement with Charter Communications resolving a variety of contested issues affecting basic service, equipment, and installation rates. The dispute, which dates back to 2013, involves four outstanding dockets with the Department and applies to customers in regulated Massachusetts communities served by Charter Communications and the former Time Warner Cable communities, which have since been purchased by Charter Communications. As a result of this agreement, Charter Communications has agreed to refund over \$3 million to affected customers in the form of bill credits between February 1, 2017 and January 31, 2018. In addition to the refunds, which will vary depending upon a customer's selected cable package, the agreement resolves the Department's concerns about the way interactive guide services are charged to regulated basic tier customers. For more information about this settlement agreement please contact the Department at 617-305-3580.